



THE LONDON BOROUGH

Bromley Local Account

of Adult Social
Care Services



2023/24

[bromley.gov.uk/helpforadults](https://www.bromley.gov.uk/helpforadults)

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Welcome to our Local Account

Bromley's Local Account of Adult Social Care provides an overview of how we have supported our residents to maximise their wellbeing and independence in the community during 2023/24 and what we plan to do in the upcoming year.

This includes:



How much we spent on Adult Social Care



Who we supported and the ways we did so



Achievements in 2023/24



What we are doing in 2024/25

In Adult Social Care, our focus is to provide information, advice, guidance and support to individuals and to their families to promote wellbeing and prevent, reduce or delay the need for higher levels of care and support.

With an increasing demand for public services from an ageing population and those with increasingly complex needs, we understand that the role of our department cannot always be as a service provider, crisis responder and regulation enforcer, but instead we must also support existing networks to enable people to act for themselves.

During 2023/24 we have continued to make progress in improving support for our residents.

We have:

- Continued to support local residents to prevent situations escalating into a crisis and improve their health, wellbeing and independence through the [Bromley Well Service](#). The service enhances the support at hospital discharge through a robust non-statutory offer and provides support to carers and self-funders in line with the Adult Social Care Reforms. 11,585 referrals were received during the year.
- Celebrated the work of the Adult Social Care workforce across Bromley at the inaugural [Bromley Adult Care Awards](#) in June 2023 with nominations from day centres, domiciliary care, Extra Care Housing, learning, mental health and physical disability services and care homes. A number of Bromley nominees were also recognised at regional and national level.
- Continued to implement the Adult Social Care Reforms by working with the Social Care Institute for Excellence to complete their independent review of Adult Social Care in Bromley, develop a forward plan, Digital Strategy and an associated [Digital Transformation Programme](#). The implementation of these workstreams will ensure that the right services are available for Bromley residents as they need them and that the social care workforce have the skills to support them as needed.
- In March 2024, the work to deliver the Tackling Loneliness Strategy was recognised at the [iESE Public Sector Transformation Awards 2024](#) when Bromley Council won the Gold Award in the Community and Customer Focus section.

Our Adult Services Transformation and Improvement programme, together with the delivery of the [Adult Social Care Strategy 2023-28](#), aims to modernise our social care offer based upon a strengths-based model of support. We are focussing on the way we support residents to receive the right level and type of support, at the right time, to maximise their independence and ensure they have choice and control over their support.

Our joint commissioning arrangements with the NHS, together with ever closer working with providers in the private, public and voluntary sectors, have seen the continued development of new and innovative ways of working within Bromley to provide improved services for our most vulnerable residents.



Donna Glover

Director of Adult Social Care

How to contact us



Here is all the information you need if you want to get in touch with us. We value your comments, compliments and suggestions to help us provide better services.



Write to us

Adult Social Care
Civic Centre
Stockwell Close
Bromley
BR1 3UH



Call us

020 8461 7777



Email us

adultsocialcare@bromley.gov.uk



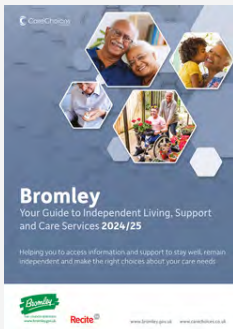
Visit

bromley.gov.uk/helpforadults

From December 2024, Bromley Council, including Adult Social Care, will be based at its new Civic Centre. For further information, please visit www.bromley.gov.uk

More advice and support

There is a range of support and advice available across the borough.



Your Guide to Independent Living, Support and Care Services 2024/25

The Guide has been produced by the Council to provide valuable information to help you access information and support to stay well, remain independent and make the right choices about your care needs.

Get a free copy



Email us

health.partnership@bromley.gov.uk



Visit

bromley.gov.uk/independentlivingguide



Bromley Well

Bromley Well is a Single Point of Access to support health, wellbeing and independence, funded by the Council and local health services.

It supports people who may be at risk of crisis in their lives but who could, with appropriate help, maintain both their emotional and physical health and wellbeing and remain living independently.

Contact



Freephone

0808 278 7898



Visit

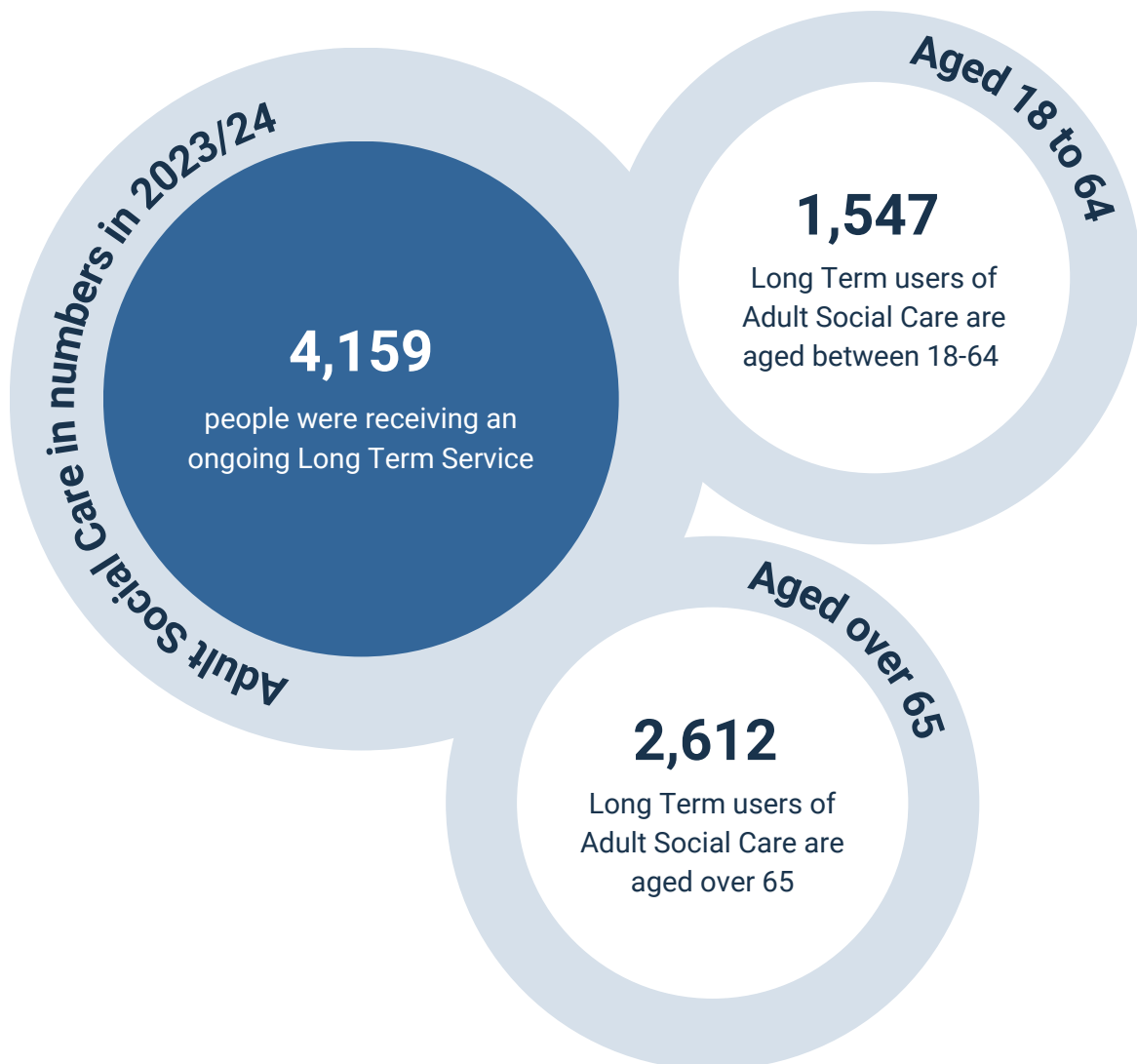
bromleywell.org.uk

or refer via the online referral form
www.bromleywell.org.uk/refer

Adult Social Care

We provide care and support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental ill-health and people who provide unpaid care for family and friends.

Adult Social Care services include making an assessment of your needs, providing services either directly to you, through a commissioned provider or the allocation of funds, called a direct payment, to enable you to purchase your own care and support. The range of services includes residential care, home care, personal assistants, day activities as well as aids and adaptations.





535

people (both old and new service users) received Nursing Care



27,818

people were invited to have a NHS Health Check



819

people (both old and new service users) received Residential Care



8,663

people had a NHS Health Check



630

people took a Direct Payment



3,008

people received home care support to enable them to stay in their home



533

unpaid carers had their needs assessed



2,062

households had a Housing Assessment completed

What we spent in 2023/24

The Council has to continue making challenging decisions due to a reduction in central funding, the rising costs of providing care as well as the increasing demand for public services from an aging population and those with increasingly complex needs. It is therefore vital that we allocate those reduced resources effectively to ensure our most vulnerable residents have access to the information and support that they require at the earliest possible



2023/24 expenditure

£25,206,634
 Assessment and Care Management
 (Complex care, long-term care)

£200,662
 Direct Service
 (Reablement, CareLink)

£47,909,082
 Learning Disabilities

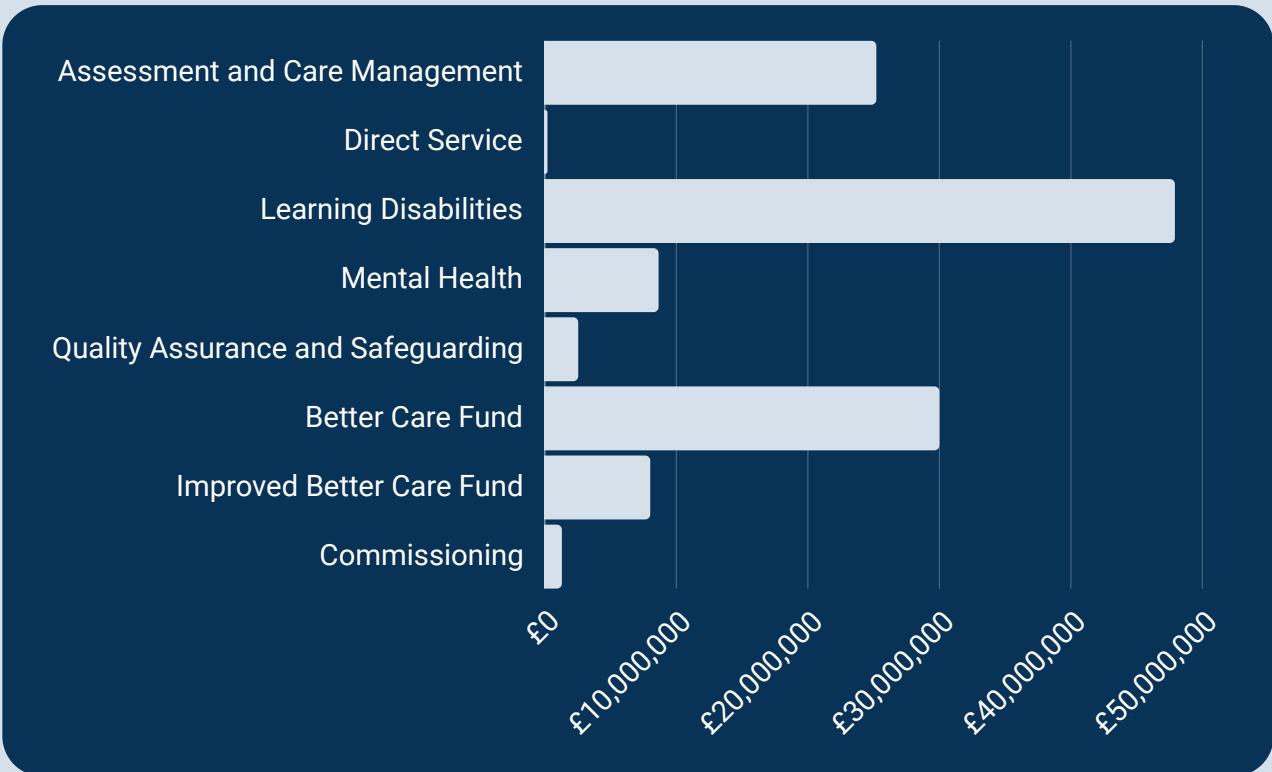
£8,649,499
 Mental Health

£2,539,018
 Quality Assurance and Safeguarding

£30,001,897
 Better Care Fund

£8,013,561
 Improved Better Care Fund

£1,294,507
 Commissioning



What are we doing in 2024/25

The Adult Care and Health Strategic Priorities for 2024-2025 are shaped around two of the ambitions from the Corporate Strategy – *Making Bromley Even Better 2021-2031*:

> Ambition 2

For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.

> Ambition 5

To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

They also incorporate the priorities of the Adult Social Care Strategy which was developed during 2022-23 in consultation with staff, residents and other stakeholders.

Areas of focus, in support of these ambitions, include:

- > Continuing the development of the One Bromley Local Care Partnership, delivering integrated health and social care services in line with the NHS Long Term Plan. This means strengthening our partnership practice across social care and health services to make the best use of our resources.
- > Implementing an Adult Services Strategy based on a strengths-based approach with a greater emphasis on prevention and early help and more strongly engaging family and community in supporting individuals.
- > Building on improvements including the implementation of new multi-disciplinary preventive pathways and the establishment of Primary Care Networks to focus on wellbeing and prevention.
- > Enabling older people to retain their independence for as long as possible with the assistance of family, friends, faith and community groups, the voluntary sector and local authority and health services.

- Focussing our efforts on ensuring older people are safe and safeguarded, remain connected to their communities, live in homes suitable for their needs and aspirations while maintaining and improving their health.
- Delivering our Mental Health and Wellbeing strategy, improving prevention and early intervention, developing integrated multi-disciplinary and multi-agency approaches to treatment and improving support to adults with long-term and complex needs, to better support recovery and rehabilitation of all those with mental health challenges.
- Developing our offer for adults who have learning disabilities in the borough, helping individuals to be as independent as possible and living in supportive and inclusive communities: tackling social isolation, providing more choice of supported accommodation and housing and boosting employment opportunities for this group.
- Working with carers, including young carers, and those providing support to carers, to better understand and meet their needs and aspirations.
- Delivering our Tackling Loneliness Strategy – aiming to reduce isolation and improve the wellbeing of Bromley residents of all ages.
- Exploring and implementing innovation in seeking to improve outcomes for service users and make best use of the resources at our disposal.
- Working within our budgets to deliver high quality services to our residents whilst ensuring the prudent and efficient management of our finances.
- Implementing workforce strategies which help to recruit and retain the highest quality social care staff across all providers.
- Maintaining our focus on commissioning and market shaping, developing integrated and joint commissioning where it makes sense to do so, and ensuring we commission intelligently with clear outcomes in mind, so that our commissioned services deliver what is expected through robust and active contract management.
- Continuing to exploit the benefits of digitalisation in service delivery by integrating systems and processes where it is feasible and practical to achieve a digital transformation in Adult Social Care.
- Developing information and knowledge sharing across Partnership agencies to enhance the intelligence available to all agencies in planning and evaluating our services.





The Better Care Fund (BCF) and Improved Better Care Fund (iBCF)






The Better Care Fund (BCF) grant is ring-fenced for the purpose of pooling budgets and integrating health and social care services between One Bromley Local Care Partnership and the Local Authority. The spending plan for the BCF must be jointly agreed by Bromley Council and One Bromley Local Care Partnership.

The Improved Better Care Fund (iBCF) was added to the Better Care Fund from 2017/18 and is paid directly to the Council to spend on Adult Social Care.

The programme funded by these grants continues to be aligned with the model of providing services with funding to underpin the wider objectives to move care from hospital into the community.

The programme includes the following services:

-  **Reablement**
providing additional capacity to help people regain the skills they need to live independently after time in hospital or periods of ill-health
-  **Intermediate Care**
to provide extra services to help people to leave hospital in a timely manner
-  **Winter Pressures**
to prevent admission to and support timely discharge from hospital during the winter to relieve pressure on hospital beds
-  **Health Support to Extra Care Housing and Care Homes**
providing additional support to people living in these locations

-  **Dementia Hub**
to increase diagnosis and universal post diagnosis support
-  **Community Equipment and Assistive Technology**
to support discharge from hospital
-  **Hospital Discharge Services**
-  **Home First provision**
-  **Self-Management & Intervention (Bromley Well)**
to focus on prevention and self-management of people with long term conditions and avert avoidable admissions and long term care packages

Achievements

Self-Management and Early Intervention

The Bromley Well Service provides a single point of access for local people to prevent them falling into a crisis and improve their health, wellbeing and independence. During 2023/24, it received 11,585 referrals in total. These included 1,322 referrals for information and legal advice, 1,277 referrals to the Elderly Frail Service, 539 referrals to the Handyperson service, 429 referrals to the Long Term Health Conditions service and 1,056 referrals to the Physical Disability Service.

Integrated Community Equipment

A Joint Clinical Lead for Community Equipment, funded through the BCF, is providing rigorous clinical leadership in this area ensuring community equipment is used effectively and innovatively to maximise independence and support person-centred care.

> Assistive technology

There has been a significant increase in BCF funding to support the full roll out across health and social care of a range of assistive technologies to support assessment, hospital discharge and enabling people to remain at home living independently. Going forward the assistive technology infrastructure will enable the mobilisation of virtual wards locally.

> Housing with care

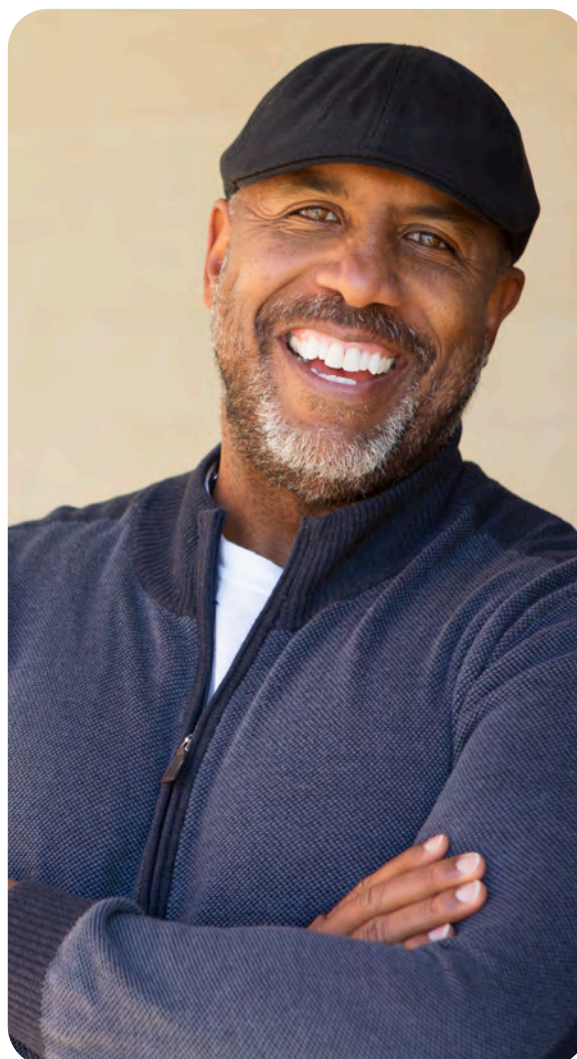
Work is underway to develop new approaches for housing with care with the first phase reviewing and developing the existing BCF funded extra care housing.

> Disabled Facilities Grant (DFG)

There has been an increased focus on reviewing the links between housing and health provision to further strengthen the integrated care offer and a development of the Disabled Facilities Grant strategy which is to support the delivery of priorities and key actions.

> Support at home

Continuing development of the local integrated community response offer as well as the development of a robust Domiciliary Care offer to enable residents to remain in their own homes together with the full mobilisation of the Home First offer to enable more residents to be discharged home with enhanced support.



Developing Adult Social Care

In Bromley we continue to develop adult social care services by building on the assets and strengths of individuals, families and our communities and the delivery of community-based information, advice, care and support.

An important part of this is supporting more people to live at home and in their community; building on service users' strengths and the resources available to people close to home and joining up care and health services with NHS partners and other agencies. These principles are embedded in the Adult Social Care Strategy 2023-28.

We focussed on the following workstreams during 2023/24.

Supporting people to remain active and independent in their communities

- The primary and secondary interventions service continues to enhance early intervention and preventative support including a comprehensive information, advice and guidance service to self-funders and work to reduce loneliness and social isolation. Bromley Well continues to provide this service.
- A Housing with Care Strategy, including plans to develop Extra Care Housing and supported living schemes, has been produced and is being implemented. So far, this has included a review of Extra Care Housing, secured funding to build new sheltered housing with a social landlord and a Housing Assistance Policy which includes funding for repairs and adaptations to help people to continue living in their homes.
- Led by SELICB, joint work is under way to procure a new integrated community mental health hub provision with services going to tender early in 2024-25.

- New ways of supporting residents through assistive technology continue to be piloted and embedded in practice. These include activity monitoring systems reviewing high levels of care following discharge. The Post Telephone Switch Network project is replacing all analogue systems with digital.

Working with the NHS

- The development of the South East London Integrated Care System priorities together with Bromley care and health priorities was agreed in June 2023 and progress is reported on annually.
- Joined-up working across the Council with NHS partners was able to support another year's successful winter planning with timely and supported hospital discharge of patients from the Princess Royal University Hospital as well as admissions avoidance.
- Bromley Council is leading on a South East London project, funded by the government, to improve the support of carers at hospital discharge.
- Further work was carried out with health partners to refine the new Hospital Discharge Partnership arrangements and pathways with implementation taking place by May 2023. Multi-agency teams form part of the Single Point of Access for hospital discharge.
- Working with One Bromley care and health partners, plans are being developed to implement neighbourhood working arrangements that will join up pathways and services for residents as well supporting the provision of more community based services closer to and in residents' homes.
- The joint commissioning of a new mental health housing support service has been undertaken. The new service will support around 130 adults with mental health challenges to live independently and will commence in October 2024.

➤ Social workers are now based in the Single Point of Access Hospital Discharge Team and are now managing all out of borough hospital discharges.

➤ Joint working between care management and the Primary Care Networks continues in the borough. All client groups are being supported with combined care and support plans agreed to meet both health and care needs.

Strengths and Outcomes-Based Practice



➤ Social care staff continue to deliver a strengths and outcomes-based approach to work in ways that enable the wellbeing of individuals and that build upon their strengths and existing support to achieve their independence in ways that meet their needs. Training in this approach has been strengthened to a full day, face to face programme.

➤ Promoting the use of direct payments continued in 2023/24. Direct payments can enable residents to build upon their own strengths and allow innovative ways to achieve agreed outcomes whilst promoting independence, choice and control. This saw an increase in the number of residents receiving a direct payment to 26% of long term service users.

➤ A recovery focussed discharge model is being further developed with an increase in reablement capacity to support hospital discharge.

Managing and Developing the Market

Local authorities have the responsibility to encourage providers to develop services that support vulnerable residents.

-  The Council continues to develop and submit the Market Sustainability Plan setting out how the Council plans to respond to growing demands for care homes placements and domiciliary care services and how the Council is supporting the local market to respond to this demand.
-  Market warming events for Learning Disability day services and Mental Health Community Services are being held in advance of going to tender for services.
-  Care homes are supported through a joint care and health programme to support high quality care as well as ensure fair access to quality health provision. Work in 2023/24 has resulted in a 23% reduction in 999 callouts through the work of a inter care home multi-disciplinary team project.
-  The Wake up to Care campaign continues to support local care homes and home care agencies to recruit people into caring roles through an extensive promotion and recruitment programme.
-  The care and health service's Innovation Fund is encouraging more community-based organisations to develop new services.

Adult Services Transformation and Improvement

The Transforming Bromley Strategy is the primary conduit to develop and deliver savings, efficiency and transformational change programmes. It has been reframed to ensure it remains fit for purpose over the next four years, 2024-28.

Adult Social Care Transformation and Improvement has been developed to enable us to achieve our Making Bromley Even Better ambitions, deliver transformational change and implement the principles embedded in the Adult Social Care Strategy 2023-28.

We will create a more sustainable and efficient future operating model that offers new ways of working, an increased community offer, new digital solutions and tools and better outcomes for Bromley residents and our workforce, which are based on good quality and safe care and support.

The policy changes and new duties outlined in People at the Heart of Care: Adult Social Care reform have continued to be implemented as highlighted in our achievements.

Achievements in 2023/24

Digitalising Social Care

The Social Care Institute of Excellence (SCIE) has continued to work with us on the completion of the independent review of Adult Social Care in Bromley, developing a forward plan, Digital Strategy and an associated Digital Transformation Programme. As part of this work we also identified a number of opportunities to improve Social Care Practice.

Development of new community-services and hubs

We have reviewed ‘what good looks like’ by learning from other Local Authorities which have successful community-based services and hubs models in partnership with the voluntary, community and enterprise sector. This learning will help us to build community capacity, connectivity and resilience, increase access to support services and develop community-led social networks to help reduce social isolation and loneliness in Bromley.


Co-production

All of the transformation and improvements programmes and projects developed by the Service have been co-produced with staff, service users and carers, which will support the development of new models of care.

Developing and supporting the workforce

Additional lone working devices, funded by the South East London Integrated Care System, have been provided for staff who face a higher level of risk on a day-to-day basis, as they undertake home visits regularly as part of their work duties. We also launched and celebrated the work of the Adult Social Care workforce across Bromley at the inaugural Bromley Adult Care Awards in June 2023 with nominations from day centres, domiciliary care, Extra Care Housing, learning, mental health and physical disability services and care homes. Several Bromley nominees were also recognised at regional and national level.

In 2024/25

 The Adult Social Care Digital Transformation Strategy 2024 to 2034 has been published and phase 1 of the Digital Transformation Programme has been approved. It contains 12 individual projects, of which five focus on “super charging” and enhancing our Assistive Technology offer.

➤ SCIE will continue to work with us as our Strategic Delivery Partner for the next two years to support us to deliver our Digital Transformation Programme, embed co-production across the way we deliver Adult Services as a local system and achieve our transformation and improvement ambitions. This will ensure we significantly change and improve the way Adult Services in Bromley operates now and in the future as well as how we interact with residents receiving care and support and with partners across the local system.

➤ Bromley Adult Services was successful in applying for the Safeguarding and Housing with Care Pathfinder Programmes, which are part of the DHSC Pathfinder Programmes for 2024/2025. This includes free support and consultancy from SCIE over a period of nine months. The safeguarding workstream will seek to empower Bromley Adult Services to improve the quality of decision-making and learning in relation to safeguarding, ultimately ensuring the safety and well-being of vulnerable individuals within our communities.

➤ We are continuing to roll out lone working devices to staff across the Service; celebrating the work of the Adult Social Care workforce across Bromley at Bromley Adult Care Awards in October 2024 and will present a new Adult Social Care Workforce Strategy 2024 to 2028 to Members in November 2024, co-produced with internal and external staff.

➤ We have listened to feedback from staff and have asked SCIE to help us review our current Adult Social Care front door model, explore what is working well, where the opportunities for improvement are and what our immediate and long-term priorities should be.

➤ Adult Services, in partnership with Skills for Care, have delivered a targeted promotional campaign to increase the number of care providers in the borough using the Adult Social Care Workforce Data Set (WDS). The data is vital, as it allows Bromley to have a good understanding of our workforce. As of August 2024, Bromley is second in the 'Top 5 Boroughs in London' with an overall ASC WDS coverage of 59.1%.

CQC Assurance Framework

In April 2023, the Care Quality Commission (CQC) commenced its new duty to independently review and assess local authority performance in delivery of their adult social care duties.

In preparation for a future inspection from the CQC, Bromley began work on a self-assessment using a tool developed by the Association of Directors of Adult Social Services which is based on the assessment framework laid out by the CQC themselves.

This self-assessment process continues as one of our priorities and provides invaluable information on areas for improvement as well as on areas of strength within our service. As part of this work we have updated our Quality Assurance Framework, updated the Case File Audit Guidance and Process to improve practice and ensured the Bromley Safeguarding Adults Board's business plan also covers all relevant areas.

In May 2023 CQC leads were appointed and have been leading on completing the checklist and self-assessments from the ADASS Adult Social Care Assurance workbooks. These documents inform our improvement plan and the overall self-assessment document.

We created a CQC Assurance Readiness Board which commenced in December 2023 which is meeting on a fortnightly basis to prepare for inspection. We continue to update our CQC Evidence File and highlight areas of progress to meet the inspection criteria.

Dementia

Dementia is the loss of cognitive functioning, thinking, remembering and reasoning, to such an extent that it interferes with a person's daily life and activities.

Some people with dementia cannot control their emotions, and their personalities may change which can impact negatively on their wellbeing and that of their families and other carers. When needed, there are services available to those who may require additional support to enable them to remain in their own homes.

Bromley Dementia Hub

The Hub is a specialist service that delivers a one stop community-based support service for adults who have a diagnosis of dementia, their carers and the professionals who support them.



The aim of the service is to provide appropriate early care and support that also reduces and/or delays the need for more intensive interventions, that address the client's circumstances based on the level of need and the stage of their condition. The service is provided by South East London (SEL) Mind, which also provides a separate Dementia Respite service.

Services offered include an information and advice line, dementia advisors, dementia cafes, training for both carers and professionals, a volunteer befriending service and a young onset dementia service, all geared towards providing personalised community-based support appropriate to the circumstances of the person with dementia, their family and informal carers and the stage of their condition.

Contact

If you, or someone you care for, has been diagnosed with dementia and feel you could benefit from assistance from the Hub, please contact the Hub.



Call
020 3328 0366



Visit
bromleydementiasupporthub.org.uk

Key Statistics in 2023/24

- It is estimated that there are over 4,500 adults with dementia in Bromley. 3,025 individuals had a diagnosis of dementia in 2023/24.
- 396 people of all ages had a primary support reason of memory and cognition in 2023/24, which compares with 465 in 2022/23.
- The service worked with 3,504 clients across the Hub in 2023/24 with 1,606 enquiries and 1,175 new referrals into the service. A total of 194 carers attended the specialist training workshops or received home coaching sessions whilst 205 professionals were trained over the course of the year. 86 residents used the befriending service.

Achievements in 2023/24

- The Dementia Hub continued to provide a clear pathway for people and their carers immediately following diagnosis. Support continued both in person and virtually such as the Memory Lane Dementia Café, singing groups, exercise, peer support groups and carers support.
- Take up of services is high with the Hub working with a total of 3,504 clients across its services.
- The Dementia Support Service continued to deliver online courses for residents in the borough who may come into contact with people with dementia, including 'Understanding Dementia' and sessions on 'Behaviours we find Challenging' and 'Successful Communication'. To book onto the courses email training@mindcare.org.uk

- The Cognitive Stimulation surgery, providing Cognitive Stimulation information and resources for people and their carers at the early stage of dementia, continues to be very popular following its launch last year, with three surgeries per quarter.

In 2024/25

- The Dementia Support Hub will continue to provide support both face to face and virtual support with activities being offered in a variety of formats to reach as many residents as possible including people with dementia, families and informal carers and professionals.

- Planning has been completed for the next six months of activities for the Young Onset Dementia Group, the Memory Lane clinic and the Zoom Café.

- New services being launched and, where appropriate, evaluated for impact include a client support group, a carers support group providing peer support and a ladies only Young Onset Dementia Group.

- Focus will continue on volunteer recruitment.



People with Mental Health Needs

The Council has commissioned Oxleas NHS Foundation Trust to provide secondary mental health services in the borough.

There are seconded social workers from the Council working with Oxleas, integrated within the multi-disciplinary teams to deliver our Care Act responsibilities.

Oxleas provides a mental health service for working age adults (18-65) and an Older Adults (65+) Service.

The Community Mental Health Teams for working age adults are based at:



Bromley East
1-6, Carlton Parade
Orpington
BR6 0JB



Bromley West
First Floor
Beckenham Beacon
379 Croydon Road
Beckenham
BR3 3QL



Call
01689 892300



Call
020 8659 2151

Key Statistics in 2023/24



Approximately 66,000 people in Bromley (19% of the population) are estimated to have had problems related to their mental health.



3,165 individuals had a severe mental illness (SMI) in 2022/23.

➤ 11.8% of Bromley residents aged 18 and over were recorded as having depression in 2022/23. 11.8% of Bromley residents aged 65 and over are estimated to have depression in 2023/24.

➤ Bromley has the third highest level of recorded depression in London.

➤ During 2022/23 we carried out Mental Health Act Assessments of 592 people.

Achievements in 2023/24

➤ The development of the Bromley Mental Health and Wellbeing Hub has continued. The service provides multi-disciplinary psychology and welfare professionals drawn from Oxleas NHS Foundation Trust and South East London Mind. The Hub provides housing support and improved links with GPs and other voluntary sector organisations. Bromley Well works with the Hub to ensure links with other voluntary sector providers in the borough.

➤ Mental Health Practitioners (MHPs) were placed in GP Practices across Bromley, enabling more people with mental health challenges to access the help they need from their GP.

➤ There was improved access to Bromley Talking Therapies for people with common mental health challenges including stress, anxiety and depression.

➤ Additional resources for employment support for people with mental health challenges resulted in increased activity. There was an increase in the numbers accessing the service and a reduction in waiting times from first contact to treatment.

- Plans continued to jointly commission a new mental health housing and support service which will begin in October 2024. The new service enables people with mental health challenges to live more independently, taking up their own tenancies for the first time. An investment of £1.9m was also agreed to make improvements to the mental health accommodation.

In 2024/25

- The Council and the NHS are carrying out a wide-ranging and expert-led exercise to understand mental health demand and need in the borough which, in turn, will inform a new Mental Health and Wellbeing Strategy from 2025.
- The Council and NHS are working on a new contract for the Bromley Mental Health and Wellbeing Hub, which in the future will be providing employment and wellbeing support, advice and information and help for new mums.
- The Council and NHS are working with Oxleas NHS Foundation Trust to improve access to mental health social care, including for those people who are eligible for Care Act support.



People with Learning Disabilities

The Learning Disability Service undertakes assessments and provides support services for people within Bromley who present as potentially having a learning disability or have a diagnosed learning disability.

This includes young people with learning disabilities who are transitioning to adulthood.

The Community Learning Disability Team is contactable via:



London Borough of Bromley
Civic Centre, Stockwell Close,
Bromley, BR1 3UH

Until Bromley Council moves to the new Civic Centre in December 2024 (further details at www.bromley.gov.uk)



Call
020 8464 3333

Key Statistics in 2023/24



Our borough is home to over 6,100 adults with a learning disability.



The population of adults with learning disabilities aged 18-64 years is expected to grow by 1.8% and that of those aged 65+ by 9% over the next 5 years.

- Over the last three years, the 18-24 Adult Social Care Learning Disabilities caseload has risen by 92%, from 61 in 2020 to 117 in 2023: more young people with profound and multiple disabilities are surviving into adulthood, and those with complex and multiple disabilities are living longer.

Achievements in 2023/24

- 283 people with learning disabilities were supported through Supported Living schemes.

- 245 people with learning disabilities were supported through a direct payment.

- 485 people with learning disabilities were living on their own or with their family. This is 75.5% of the 642 people with learning disabilities who receive services from Bromley Council.

- 399 new referrals were made to the learning disability pathway at Bromley Well with 203 receiving high level interventions and 274 supported to develop self-management techniques.

- The uptake of Annual Health Checks for individuals with a learning disability or autism aged 14+ in 2023/24 reached 83%, significantly exceeding the NHS England target of 75%. The excellent work of the Health Check Taskforce was recognised at the One Bromley Awards.

- Modernised day services continue to offer community based hubs across the borough. An easy-read brochure with information on all day activities enables individuals to choose those they wish to attend. A building based service remains available for those with more complex needs.

- The Bromley Well service continued to provide a range of interventions and support to clients, including online learning platforms.
- The Autism Pathway Project and benefits advice project continue to support individuals in the community with a wide variety of social inclusion and peer support activities, as well as increasing the benefits income of families and adults.
- The Learning Disability Partnership Board continues to focus on all learning disability activity in the borough.

In 2024/25

- The Adult Learning Disability Strategy will be refreshed through extensive consultation and co-production, culminating in Bromley's 'Big Plan' through to 2029.
- In response to increasing demand for complex needs placements, collaborative work has begun with our South East London Integrated Care Board (SELICB) partners on both building-based short breaks services and settled accommodation.
- A Learning Disability Market Position Statement, alongside a learning disability-focused Joint Strategic Needs Assessment, will be published. These documents will guide future commissioning activity and structured market engagement.
- Family Link, a weekend short break service for younger people, will be co-located at the adult day service at Astley, thereby improving the pathway for young people transitioning into adult services.

- A close relationship with the Children's Short Breaks service at Hollybank is being developed to improve the pathway for young people transitioning into adult services.
- The Learning Disability Short Breaks offer will be enhanced, with a co-production event planned to increase choices for those requiring short breaks.
- There will be a continued focus on developing the skills and capacity of the workforce supporting adults with learning disabilities. This includes introducing more specialised training in areas such as complex behavioural needs and communication techniques, to ensure staff are equipped to manage the increasingly complex needs of individuals.



Support for Carers

A carer is a person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a care worker who is paid to support people.

Bromley Well is a Single Point of Access to support health, wellbeing and independence which is funded by the Council and local health services. It provides a range of support for unpaid carers to enable them to maintain their caring role.

Contact Bromley Well



Call

0808 278 7898



Visit

bromleywell.org.uk/refer

Key Statistics in 2023/24



During 2023/24 533 carers were assessed to determine their support needs (this includes assessments carried out separately or with the person they care for).

Achievements in 2023/24



During 2023/24, 303 individuals were referred to the Bromley Well Carers Service. In total 655 carers were supported in some way.



Bromley Well provides a service for 201 young carers aged 4-19 to manage caring relationships whilst enjoying their childhood.

- In early 2023 consultation with unpaid carers took place. The Bromley Carers Plan was developed based on the feedback received, and it was signed off in September 2023. The Carers Plan sets out the local help and support available for carers in Bromley, and how we are developing and improving our support to carers, with six priorities outlined.

In 2024/25

- One Bromley, the local partnership between health, social care and voluntary services, has published its Carers Charter. Developed with carers involvement, and based on the Carers Plan, the Charter has four main principles that all nine partner organisations have signed up to, committing to a common approach on how unpaid carers are engaged, supported and consulted.

- Frontline professionals are being trained to understand and deliver the Carers Charter. During Carers Week in June 2024, a Carers Workshop attended by 278 Bromley staff was held to assist implementation of the Charter.

- Carers Champions are being recruited in all social work teams to promote carers' identification and assessment, and to support Carers Champions to increase their knowledge of services available to carers in the community via the voluntary sector.

- Bromley Well continues to work with carers to develop their carers' offer and with Bromley Council to support carers accessing services.

Protecting adults who may be at risk

The residents of Bromley should be able to live with their rights protected, in safety, free from abuse and the fear of abuse. Adult Social Care is responsible for ensuring the safety of vulnerable adults who are experiencing, or at risk of, abuse or neglect.

Under the principles of Making Safeguarding Personal work is undertaken with individuals as well as families, friends and carers if appropriate, to determine whether actions need to be taken to prevent or stop abuse or neglect. Adults are supported to enable them to make choices and have control about how they want to live whilst improving their lives.

Concerned about the safety of an adult?



Call our Initial Response Service on
020 8461 7777



Email
adultsocialcare@bromley.gov.uk

Or report your concerns about an adult at risk by completing our referral form



Visit
bromley.gov.uk/AdultAtRiskReport

Key Statistics in 2023/24

- 1,714 safeguarding concerns generated.
- 338 safeguarding enquiries started.
- 365 concluded enquiries.
- 1,708 Deprivation of Liberty Safeguarding (DoLS) applications responded to - an increase of 3.1% from 2022/23.

Achievements in 2023/24

- Safeguarding adult case file audits are routinely undertaken to measure frontline practitioners' compliance in carrying out safeguarding enquiries and identify any gaps in their knowledge and application of Making Safeguarding Personal.
- The Safeguarding Consultant Lead Practitioner and the Principal Social Worker both play a key role in ensuring frontline teams deliver best practice in safeguarding and that this is supported by quality assurance.
- We continued to provide support and supervision to our Independent Best Interest Assessors and Section 12 doctors to ensure DoLS assessments meet the required standard.
- The community DoL and DoLS in care homes and hospitals are managed within one service. This gives us good overview across all areas of adult deprivation of liberty.

In 2024/25

- Bromley Adult Services was successful in applying for the Safeguarding Pathfinder Programme which is part of the DHSC Pathfinder Programmes for 2024/2025. This includes free support and consultancy from SCIE over a period of 9 months. This workstream will seek to empower Bromley Adult Services to improve the quality of decision-making and learning in relation to safeguarding, ultimately ensuring the safety and well-being of vulnerable individuals within our communities.
- We have introduced the DoLS Referral Portal which allows providers to send DoLS applications directly to the social care record. This has created efficiency in the referral process and enhanced data protection of client information.
- We have developed a multi-agency Mental Capacity Act Practice Guidance and associated 7 Minutes Briefings to promote good mental capacity assessment practice across all agencies.
- We continue to work collaboratively with colleagues from every adult team to raise the profile of Community DoLS and improve Mental Capacity Act practice via reflective practice sessions, shadowing of experienced workers and presentations at team meetings.



Bromley Safeguarding Adults Board (BSAB)

The Bromley Safeguarding Adults Board oversees adult safeguarding arrangements in the borough and assures itself that organisations are fulfilling their duties under the Care Act. It ensures that there is a collaborative approach to safeguarding to prevent abuse and neglect.

The Board has three statutory functions:

1. Develop and publish a strategic plan which outlines how the Board will meet their objectives and how partner agencies will help the Board achieve this.
2. Publish an annual report detailing the effectiveness of the Board's work.
3. Commission safeguarding adults reviews, where an individual in the borough has died or been seriously harmed as a result of abuse or neglect.

Bromley Safeguarding Adults Board (BSAB)



For more information visit
bromleysafeguardingadults.org



Achievements in 2023/24

- Our 2023/24 Business Plan outlines the priority areas for the Board, which were agreed together with partner agencies, whilst including the views of the wider community through public consultation.
- Through a rolling programme of assurance surveys, in line with our strategic priorities, we identified the roles and responsibilities of partner agencies and professional groups to gain assurance of the effectiveness of its arrangements. Partners were also asked to complete the Safeguarding Adults Partnership Audit Tool (SAPAT) which informed the 2024/25 Business Plan.
- The Board increased its understanding of the prevalence of abuse and neglect in Bromley through the Performance, Audit and Quality Subgroup by reviewing and analysing safeguarding data and identifying trends. This resulted in changes and updates in reporting through internal systems.
- Planning took place to deliver a workshop reviewing and further embedding the Complex Case Pathway to be delivered in April 2024.
- Policies and procedures were developed with partner agencies to incorporate recommendations from statutory reviews. In addition, resources were co-produced with partners and those with lived experience. Some policies were streamlined, such as the Self-Neglect and Hoarding guidance, which was also further developed into a 7 minute briefing format.
- Effective information sharing via existing multi-agency forums, training, sharing of relevant guidance and learning from case reviews was carried out to reduce abuse and neglect in Bromley. This included the 'Learning from complex safeguarding cases awareness week' in July 2023.

➤ Equality, Diversity and Inclusion (EDI) was prioritised, ensuring resources are available in accessible format and that local demographic data is considered, especially in statutory reviews. The Board's Annual Report is produced in accessible formats such as easy read and video presentation.

➤ The voice of the service user was captured through a live online consultation as well as face to face contact with residents. Their feedback continues to inform our work including the Board's Business Plan.

In 2024/25

➤ The Board will continue working on supporting those identified in our thematic priority areas; Domestic Abuse, Financial Abuse, Modern Day Slavery, Self-Neglect, Vulnerable Adults in Specialist and Care Home settings, and young adults transitioning from Children's services to Adult Services with a focus on Care Leavers.

➤ The online Board consultation survey will be promoted to the wider community to capture their views on adult safeguarding within Bromley.

➤ The Board will continue to embed and promote the Complex Case Pathway framework into every day practice across the partnership.

➤ The Board will focus on co-production when developing new BSAB resources, ensuring that the views of those with lived experience of safeguarding are considered. These will be further developed so that they are accessible to those who have a visual/hearing impairment or learning disability.

- Equality, Diversity & Inclusion (EDI) will be an area of focus when looking at how we best serve minority groups who might be at risk of harm, whilst also exploring discriminatory abuse. This will include analysing local demographic data via the Board's Performance, Audit & Quality (PAQ) subgroup.
- The recommendations from the Second National Analysis of Safeguarding Adult Reviews (SAR), in particular those identified under the heading 'local' & 'regional SABs', as well any priorities identified from locally commissioned SARs and themes from section 42 enquiries will be considered and implemented where appropriate.
- A Business Development Day, bringing together all member agencies from across the partnership, will use the Safeguarding Adults Partnership Audit Tool (SAPAT) mechanism and feedback from the community via various consultation routes to develop a new business plan for 2025/26 onwards.



Your voice heard

Adult Social Care has a long and successful history of resident involvement. We have a range of systems and processes that give our residents and service users the power to share their thoughts.

We want to truly put the voice of our residents and service users at the heart of our decisions as part of our Engagement Framework, *Curiosity and Influence*. A Resident Voice Group coordinates our resident engagement activities and work with partners, as well as working in conjunction with council-wide resident communications and engagement groups and to centre their voices in the improvement of Adult Services procedures and commissioned services.

The co-production of strategies and services has taken place in a number of areas. However, it is planned to embed co-production further into all aspects of Adult Social Care going forward to ensure that all services meet the needs of residents and their carers.

Bromley Council administers the national Adult Social Care Survey and the Survey of Adult Carers in England on behalf of NHS England. The surveys allow us to understand how residents view the social care services they receive and measure against past performance as well performance regionally and nationally.

Through the 2023/24 **Survey of Adult Carers** in England we found that:

36.8% of carers reported that they had as much social contact as they would like compared to 30% in England as a whole.

Carers rated their quality of life as comparable to both England and London. Bromley's outcome was 7.2.

65.9% of carers reported that they have been included or consulted in discussions about the person they care for which compares to 66.4% in England and 62.8% in London.

Through the 2023/24 **Adult Social Care survey** we found that:

83.7% of people using adult social care said that the services they have made them feel safe and secure: an increase from 82% in 2022/23.

71.4% of people who use services found it easy to find information about services: an increase from 67.1% in 2022/23

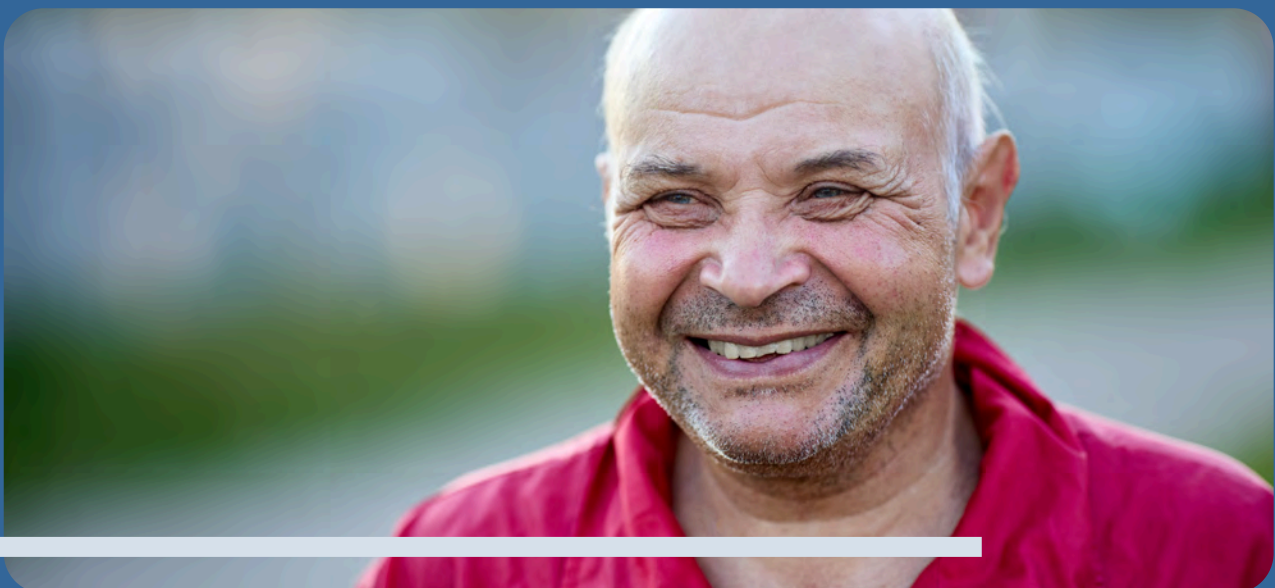
The impact of Adult Social Care services on individuals' quality of life in Bromley rose from 18.8 in 2022/23 to 18.9 in 2023/24.

47.4% of people using adult social care said they have as much social contact as they would like compared to 41.8% in 2022/23.

Engagement with residents in the development of our plans and strategies is also very important.

The Carers Plan, which was launched in September 2023, had been informed by engagement with carers, including young carers, during Spring 2023 on the priorities in the Plan.

Our Adult Social Care Strategy 2023-2028 was informed by feedback from residents via a survey and face to face meetings during the summer of 2023. The majority of respondents agreed with the proposed eight priorities in the strategy ranging from 96% for safeguarding to 79% for value for money.



How to make a complaint or share a compliment

The majority of Adult Social Care Complaints are considered on a statutory basis and handled through the Council's Corporate Complaints Procedure.

We aim to offer a helpful and efficient service, but we recognise that sometimes things can go wrong. We aim to put mistakes right quickly and we will not treat anybody unfavourably if they make a complaint about us. You have the right to tell us if something is wrong. We also value your comments because what you tell us about our services helps us to improve them and plan for the future. We also like to hear if you are pleased with the service you receive; knowing when we are doing well can be as informative as knowing when things go wrong.

You can make a compliment or complaint to the London Borough of Bromley in the following ways:



Visit

bromley.gov.uk/complaints



Call us

020 8461 7706



Email us

complaints@bromley.gov.uk



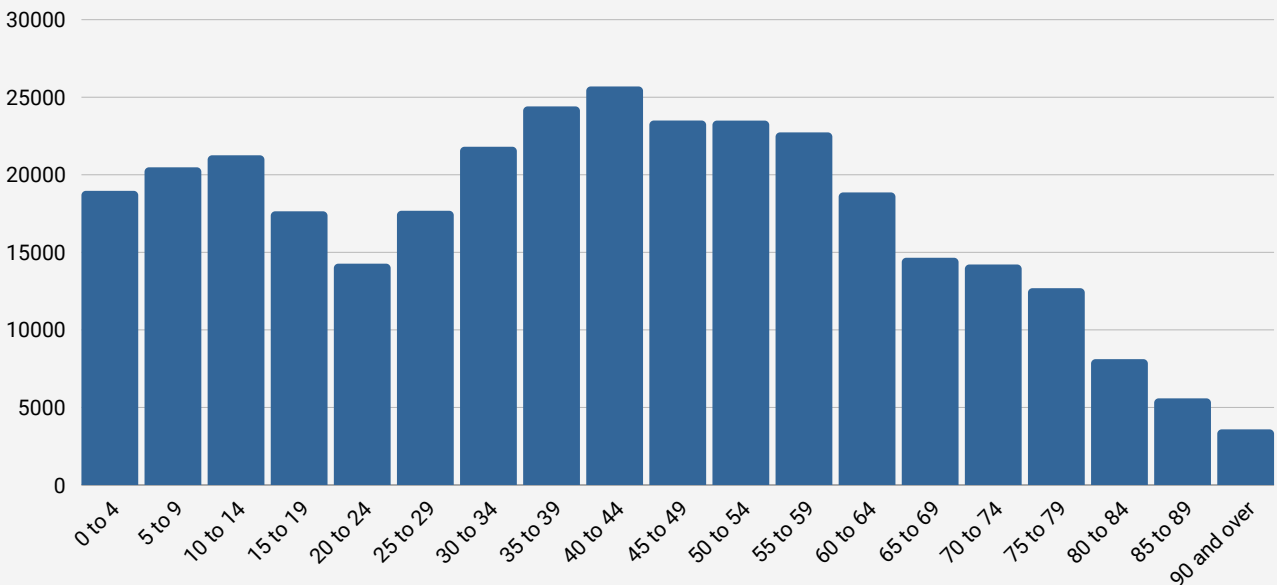
Adult Social Care complaints were up 23% in 2023/24 compared to the previous year but are still below pre-pandemic levels.

Key facts

2024 Population Projection for the London Borough of Bromley:

330,000

2024 Population Projection



Source: ONS Population Estimates for Electoral Wards in England and Wales by Single Year of Age and Sex, mid-2021 and mid-2022

Ethnicity: White, Mixed, Asian, Black and Other

Ethnic Group	Bromley	London	England
White	76.5%	53.4%	81.7%
Asian/Asian British	8.3%	20.7%	9.3%
Black African/Caribbean/Black British	7.6%	13.7%	4%
Mixed/Multiple Ethnic Groups	5.4%	5.8%	2.9%
Other Ethnic Group	2.3%	6.4%	2.1%

Source: ONS Ethnic Group data: Census 2021

Glossary

> **Adult Social Care**

Care and support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Adult Social Care includes assessment of your needs, provision of services or allocation of funds to enable you to purchase your own care and support. It includes residential care, home care, personal assistants, day services, the provision of aids and adaptations and personal budgets.

> **Care Act 2014**

A law passed in England in 2014 that sets out what care and support you are entitled to and what local councils have to do. According to the law, councils have to consider your wellbeing, assess your needs and help you get independent financial advice on paying for care and support.

> **Carer**

A person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a care worker, who is paid to support people.

> **Carer's Assessment**

If you are an unpaid carer for a family member or friend, you have the right to discuss with your local council what your own needs are, separate to the needs of the person you care for.

> **Co-production**

When you as an individual are involved as an equal partner in designing the support and services you receive.

> **Delayed Discharge**

When you are well enough to leave hospital after an illness or accident, but you have to stay there while the care you need in your own home or in another place is arranged.

> **Delayed Transfer of Care (DToC)**

Similar to delayed discharge. When you are ready to move from hospital to another type of care, but the care you need is not yet available, meaning that you spend longer in hospital than medically necessary.

> **Direct Payments**

Money that is paid to you (or someone acting on your behalf) on a regular basis by your local council so you can arrange your own support, instead of receiving social care services arranged by the council. Direct payments are available to people who have been assessed as being eligible for council-funded social care. They are not available for residential care. This is one type of Personal Budget

> **Discharge to Assess (D2A)**

If you are ready to leave hospital but still need some care and support, you may be able to go home with care provided in your home for a short period while discussions take place about the care and support you may need in the longer term.

> **Early Intervention**

Action that is taken at an early stage to prevent problems worsening at a later stage.

> **Home care**

Care provided in your own home by paid care workers to help you with your daily life.

> **Integrated Care**

Joined up, coordinated health and social care that is planned and organised around the needs and preferences of the individual and their carer and family.

> **Joint Commissioning**

When two or more organisations in a local area – usually the NHS and local council – work together to plan services to meet the needs of people who live in the area,

> **Learning Disability**

A term that is used to describe a brain impairment that may have made it difficult for someone to communicate, to understand new or complex information, or to learn new skills.

> **Mental Health Problems**

Problems with the way you think, feel and react, which affect your ability to cope with life, make choices and relate to other people.

> **Multi-agency working**

When different organisations work together to provide a range of support for people who have a wide range of needs.

> **Multi-disciplinary Team**

A team of different professionals working together to provide care and support that meets your needs.

> **Older People**

The largest group of people who use adult social care services. Some councils define people over the age of 50 as 'older', but social care services for older people are usually for people over the age of 65.

> **One Bromley Local Care Partnership Board**

The South East London Integrated Care System was established in July 2022 together with the One Bromley Local Care Partnership Board with joint Council and NHS leadership. These structures bring together commissioners, providers, the voluntary sector and residents to improve health and social care in these areas through the commissioning of services and the implementation of best practice.

> **Outcomes**

In Social Care, an 'outcome' refers to an aim or objective you would like to achieve or need to happen, for example, continuing to live in your own home, or being able to go out and about.

> **Quality of Life**

Your satisfaction with your life in terms of wellbeing and happiness.

> **Reablement**

A way of helping you remain independent, by giving you the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability.

> **Residential Care**

Care in a care home, with or without nursing, for people whose needs cannot be met in the community.

> **Safeguarding**

The process of ensuring that adults at risk are not being abused, neglected or exploited.

> **Service User**

A person who receives services from a care and support provider.

> **Supported Living**

An alternative to residential care or living with family that enables adults with disabilities to live in their own home, with the help they need to be independent.

> **Transfer of Care**

When you move from one place of care to another, such as from hospital to your home, supported housing or residential care.



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